

## Technical Support Specialist



**Sacramento, California**  
[www.caed.uscourts.gov](http://www.caed.uscourts.gov)

### Position Details

**Job Grade:** CL 26-27

**Salary Range:** \$45,648 - \$81,515

**Closing Date:** 9/11/2015@ 4:00pm

### How to Apply:

The following materials must be sent as e-mail attachments in either Word or PDF format to “[CAED-HR@caed.uscourts.gov](mailto:CAED-HR@caed.uscourts.gov)” by **no later than 4:00 p.m. on Friday, September 11, 2015** (please reference “2015-17” in subject line of your message):

- 1) An introductory cover letter.
- 2) A chronological resume detailing work history and the reason you left each job listed.
- 3) An ending salary for each job listed on your resume.
- 4) A list of three professional references.

**Incomplete materials will be disqualified from consideration.**

The United States District Court for the Eastern District of California is accepting applications for a Technical Support Specialist position in our Sacramento Information Technology (IT) unit. The incumbent will provide a wide range of IT technical support to end users. Limited travel to our offices in Fresno and Redding may be required.

The position offers an excellent opportunity to start or continue a career in federal service. The position is full-time and the incumbent will be eligible for full federal benefits, including retirement coverage. In addition, the court offers a stable, friendly and professional work environment with a Monday - Friday, 40 hour per week work schedule.

The duties and responsibilities of the position will include the following:

- Answers and responds to various IT support requests regarding desktop equipment, network and software problems, and user application questions. Maintains requests in a technical support tracking database and ensures statuses of assigned work orders are current in the system.
- Plans, organizes and performs hardware and software system configuration, installation, upgrades, and maintenance on computers and peripheral equipment throughout the court. Updates department asset inventory system whenever changes are made and assets are moved between locations.
- Diagnoses problems with hardware and software. Responds quickly to malfunctions and provides solutions while making sure the affected computers and network equipment remain functional. Escalates issues that cannot be resolved within an established response time.
- Operates and supports audio/visual (A/V) and video-conference systems throughout the court. This includes reconfiguration, adjustments and replacement of A/V and video conference equipment.
- Assesses and prepares for installation of computer equipment, peripherals and software. Receives, tests and installs new and updated software releases of both standard and customized office automation products and court developed systems.
- Manages and coordinates the timely repair of hardware including computers and other related communications devices and printers. Installs troubleshoots, and configures access to applications.
- Performs other duties as assigned.

**IT Technical Support Specialist  
Opportunity Announcement  
Cont.**

**Benefits:**

- Paid Holidays
- Annual & Sick leave
- FERS Retirement Coverage
- Thrift Savings Plan
- Health Insurance
- Dental, Vision & Life Insurance
- Flexible Spending Accounts
- On Site Gym

For more information about  
benefits go to: [USCourts.gov](http://USCourts.gov)

**QUALIFICATIONS AND RANKING**

Candidates must be a high school graduate or equivalent and possess at least two years of specialized work experience that included:

- Person-to-person IT customer service and support.
- Direct interface with maintaining an automated help desk system.
- Hardware maintenance, troubleshooting and configuration.
- Software installation, maintenance and support.

Candidates also must possess experience with MS Windows OS, MS Office Suite and supporting mobile technology (i.e., Apple products). Finally, candidates must have a professional demeanor, be self-motivated, hold themselves accountable to high professional standards, and possess excellent time management and organizational skills, as well as strong verbal and written communication skills.

Candidates will be ranked on the quality and length of their specialized experience. Preference will be given to candidates who possess the following:

- Experience configuring, managing and troubleshooting A/V and video conference systems.
- Relevant professional certifications and/or completion of a two year or higher degree in a related field from an accredited college.
- Knowledge of local area networks and wireless networks.
- Knowledge of VOIP telephone systems.
- Knowledge of MS Windows Server, MS WSUS and MS WDS.
- Knowledge and experience with inventory management and control.
- Knowledge of Adobe Acrobat, IBM Notes and Symantec End-Point Protection.

**Disclosures**

The Court reserves the right to modify the conditions of this job announcement or to withdraw the announcement, either of which may occur without prior written or other notice.

Only qualified applicants will be considered for this position. Participation in the interview process will be at the applicant's own expense.

Employees of the U. S. District Court serve under "Excepted Appointments" and are considered "at will" employees. Federal Civil Service classifications or regulations do not apply; however, court employees are entitled to the same benefits as other Federal Government employees. Court employees are subject to a Code of Conduct. A copy will be provided upon request.

Candidates must be eligible to work for the United States government.

As a condition of employment, the selected candidate must successfully complete a ten-year background investigation. All information provided by applicants is subject to verification and background investigation. Applicants are advised that false statements or omission of information on any application materials may be grounds for non-selection, withdrawal of an offer of employment or dismissal after being employed.

If selected for first-time appointment to a position, you will be required to complete a one year initial performance evaluation period (IPEP) of employment. Failure to successfully complete the IPEP may result in termination of employment.